

Advanced Professional Services



GBS is uniquely qualified to assist healthcare organizations in developing and implementing effective, practical solutions that provide real results. Our Clients benefit from our broad-based experience and expertise acquired within a wide variety of practice and hospital settings.

Our Team of professionals offers a wide range of Advanced Professional Services (APS) to provide practices and hospitals with the necessary components to achieve and maintain a competitive edge. Leveraging more than 30 years of healthcare experience, GBS specializes in assisting healthcare organizations improve their business and clinical operations.

Our Advanced Professional Services Team includes the following groups:

- Advanced Client Services
- Consulting Services
- Technical Solutions
- Healthcare Reform
- Revenue Cycle Management

We provide a comprehensive breadth of services covering all aspects of managing a successful electronic practice. Most importantly, our extensive healthcare background combined with in-house consulting expertise enables us to employ strategies that allow healthcare organizations to run more efficiently, effectively, and profitably.

Advanced Client Relations (ACR)

ACR is a Client model designed to manage interactions with the GBS Client. It involves the use of technology to organize, automate, and synchronize sales, marketing, and support services in a manner that provides an overall exceptional experience for our Clients. The model incorporates Five Key Success Factors in delivering effective ACR Services: Accountability, Communication, Expectations, Education, and Execution. The goal of our ACR Team is to bring premium services and solutions to our Clients as we position them for success today and into the future.

Healthcare Reform

GBS is dedicated to Healthcare Reform and assisting Clients in understanding and achieving success in Meaningful Use (MU), Physician Quality Reporting Systems (PQRS), and other incentive-based programs. We have defined processes and proven plans to assist you in achieving incentive program recognition. Our thorough understanding of NextGen, MU, and PQRS requirements provides us with the knowledge and experience to prepare your practice for successful attestation. The GBS Reform Team offers a variety of services to assist your practice.

The complexities of managing today's healthcare organizations demand a level of knowledge never before required. Rapidly changing healthcare regulations, insurance billing requirements, and managed care reviews have drastically changed the way healthcare providers do business.

At GBS, we solve these challenges by applying real-world expertise, industry insight, and innovative thinking to create dramatic results for our Clients.



www.gbshealthcare.com

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Consulting Services

The GBS Consulting Team includes both Practice Management and Clinical Experts. From Strategic Planning through Application Delivery to On-Going Support, the Healthcare Consulting Team will provide you with the necessities to achieve a competitive edge. Our Advanced Professional Services consist of Workflow Study/Process Improvement Sessions, Performance Metrics Capture, Reporting & Remediation Plans, Physician Content Awareness Sessions, and Custom Training Plans. After a Workflow Study has been completed, the GBS Consulting group will make recommendations for changes in a practice's workflow. If requested, we will develop a training plan to educate appropriate staff on how to use newly developed or existing software to achieve the successful implementation of the plan.



Revenue Cycle Management (RCM)

Billing and revenue-cycle management are the most difficult and complicated processes for a healthcare organization. With declining fee schedules and new billing/coding requirements on the rise, collecting insurance and patient co-payments to maintain profitability is of paramount importance. At GBS, our forward-thinking certified professionals assist you with a full range of medical billing services, some of which include:

- Demographic and charge entry
- Generation of electronic claims
- Customized monthly statistical reports for tracking business activity and productivity
- Secure Internet access to our medical billing system for inquiry and reporting
- Coding
- Creation and mailing of patient statements
- Courteous and effective collection of receivables

Technical Solutions

NextGen software offers a wide array of specialty content in its EHR templates to meet the needs of over 30 specialties. We realize that no two practices, even within the same specialty, operate their businesses or clinical processes exactly the same. For this reason, the GBS Technical Solutions group was created. Technical Solutions provides custom template consulting and development, template revisions, software and device interfaces, custom software tools, document and report customization, and much more.



Want to know more?

GBS is committed to providing its valued Clients with “best of class” services and solutions to help them manage today’s healthcare challenges and complexities.

For additional information on our Advanced Professional Services, please contact our APS Team at 800.860.4427 Ext. 2202.